

Los Angeles Unified Homelessness Response Center

Office of Mayor Eric Garcetti, January 30, 2019



Eric
Garcetti
@MayorOfLA

The Los Angeles **Unified Homelessness Response Center** (UHRC) co-locates leadership from critical City departments, LAHSA, and other partners in the same room to respond to the street-based homelessness crisis together, in real-time, leading with services and engagement to bring people indoors, grounded in a unified incident command structure.

Overview

- UHRC launched April 30, 2018
- Open M-F; 7am – 5pm (will transition to 24/7 within several months)
- Located inside the City's EOC
- Comprised of City departments that impact homelessness
- Fosters outreach-focused interdepartmental collaboration

Overview



Partners

The mission of the UHRC is to implement A Bridge Home outreach, engagement, and cleanup protocols and provide a timely, effective, and coordinated street-level response to unsheltered homelessness across the City.

Mission

HIGHER

Help bring *everyone* indoors.

Improve communication and collaboration between and among the City, LAHSA, other government and private partners, and persons with lived experience in a larger coordinated street-based response to unsheltered homelessness.

Guide efforts to balance the rights, responsibilities, and needs of both the unhoused and housed communities across Los Angeles.

Heighten actions to increase public health and safety for everyone.

Expand the City's strategies for removing trash and keeping public areas clean and accessible.

Reaffirm each person's humanity by addressing their trauma from experiencing homelessness.

Goals

Or maybe...

REACH

Respond effectively and deploy City resources with efficiency.

Expand the City's strategies for removing trash and keeping public areas clean and accessible.

Affirm each person's humanity by addressing their trauma from experiencing homelessness.

Collaborate between and among the City, LAHSA, other government and private partners, and persons with lived experience in a larger coordinated street-based response to unsheltered homelessness.

Help bring *everyone* indoors.

Goals

UHRC coordinates training for City personnel (e.g., police officers, firefighters, sanitation employees, animal services officers, traffic officers), including:

- Trauma-Informed Care Training
- Conflict Resolution Training
- Outreach Lead Operations
- Relevant Laws & Municipal Codes
- LAHSA Centralized Training Academy
 - Curriculum I: Care Coordination and Systems Navigation
 - Curriculum II: Applied Care Coordination and Systems Navigation
 - Curriculum III: Supervisory Training for Homeless Service Providers
- Video Remote Interpreting (VRI) Services

Building
Understanding
Through Training

Support for street-based strategies and services around A Bridge Home sites will be coordinated through the UHRC, including:

- The area around each ABH location will receive enhanced services 5 days a week
 - Daily outreach and engagement
 - 4 days per week of rapid response / spot cleaning Systems Navigation
 - 1 day per week of comprehensive cleaning services
- Additional hygiene, public health (e.g., syringe exchange), storage, and other services

A Bridge Home

UHRC Hours of Operation:

Monday-Friday

7:00 a.m. - 5:00 p.m.

UHRC Contact Information:

Phone: 213-484-4855

E-mail: UHRC@lacity.org

The UHRC strives to improve collaboration and communication. Please feel free to reach out to the UHRC with any of the following issues, or if you are in need of information on any other homelessness-related issues within the City:

- A Bridge Home information
- Coordination of resources for a pressing issue related to homelessness
- Assistance with outreach for vulnerable populations
- Outreach information and services
- Very High Fire Hazard Severity Zone (VHFHSZ) locations and requests
- HOPE Team information
- Rapid Response locations (56.11 Compliance/Enforcement)
- Clean Streets Los Angeles (Posted clean-ups)
- Operation Healthy Streets (Weekly dedicated posted clean-ups in Skid Row and Venice Beach)
- Illegal dumping (Trash not associated with a clean-up)
- DOT resources, requests, and information
- Safe Parking
- LAPD resources

Contact Information